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85-0434

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General Office of
Services Federal Supply
Administration and Services Washington, DC 20406



DD/A Registry

85-0434

Mr. Harry E. Fitzwater
Deputy Director of Administration
Central Intelligence Agency
Washington, DC 20505

Dear Mr. Fitzwater

This letter outlines the upcoming realignment of the General Services Administration's retail supply support to Federal agencies. This realignment entails the expansion of Customer Supply Centers (CSCs) for enhanced retail supply support and phasing-out of Self-Service Stores by the end of this fiscal year. In the National Capital Region, the Office Products and Industrial Products Centers will continue to serve our customers.

Customer Supply Centers have been introduced to all areas of the continental United States plus Alaska, Hawaii and Puerto Rico during the last two and a half years. Offering convenient phone-in ordering and rapid delivery of the most frequently needed administrative supplies, the CSC's have proven an extremely cost-effective and popular method for meeting the needs of our customers. They afford access to a wide range of supplies at the same low prices provided via GSA Self-Service Stores. Federal customers can order and receive supplies without leaving their desks, which offers the added advantage of increasing Federal workforce productivity.

We ask for your cooperation in this transition from Self-Service Stores both in spreading the word concerning the advantages of CSC use and in assuring that CSC accounts are established for your personnel. In the National Capital Region this transition will involve the closing of 13 Self-Service Stores by March 1.

Enclosed are materials which will help explain this realignment and simplify the transition within the National Capital Region. Attached you will find:

1. Information on the GSA retail realignment and advantages of CSC use;
2. Our National schedule of Self-Service Store closures;
3. A Listing of Customer Supply Center locations;
4. Instructions for conversion of National Capital Region customer accounts from the Self-Service Stores to the Customer Supply Center.

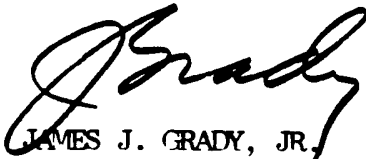
You may wish to include this information in your agency newsletters or other publications which will assure that all of your personnel are aware of this change.

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Your cooperation is deeply appreciated. While the new method of obtaining supplies will require some adjustment at first, we believe you will find it convenient and economical, as have those customers who have become regular and satisfied users of CSCs.

If you have any questions or comments, please contact Tom Lovett of our Liaison and Assistance Division on 557-8600.

Sincerely,



JAMES J. GRADY, JR.
Director of Policy
and Agency Assistance

Enclosures

GSA Retail Network Realignment

GSA's first Customer Supply Center (CSC) was piloted in April 1982 in the Northeastern U.S. Now serving all areas of the continental U.S., plus Alaska, Hawaii, and Puerto Rico, the CSC network is progressively replacing GSA's less cost-effective Self-Service Stores. Customer Supply Centers have proven to be a fast, economical, and efficient way of supplying the retail needs of our Federal customers - whether they are in large cities or remote locations. Customers have been highly satisfied with the easy telephone ordering and direct-to-desk delivery features of the CSCs and Federal managers applaud the gains in productivity resulting from this mode of supply support.

With an account established with your respective regional CSC, you may place your order by phone or in person, or by mail using a simplified order form. In addition, we are currently testing the use of electronic mail for order placement. Phone-in and walk-in customers will know immediately if the item is in stock and if not, will be informed of possible substitute items. There is no backordering. The order is processed, the merchandise selected, packed and on its way via small parcel carrier no later than the end of the next business day; or you may pick up your order on a specified day at the CSC. The result: our customers need not leave their desks to obtain frequently needed administrative supplies. The simplified order capability and the rapid response of the CSC make this an attractive means of fulfilling your small quantity, immediate supply requirements.

Items carried by the CSC include office and administrative supplies as well as common janitorial and tool items. The type of items provided by the CSC is based on your needs. A catalog is prepared by each Center and catalog supplements which reflect item additions, deletions and price changes are published periodically. You may request stockage of an item currently not in the CSC catalog by completing a request form and submitting it directly to the CSC. Contact the GSA Customer Service Bureau Retail Services Branch (phone numbers follow) for an application to establish your CSC account and for copies of the CSC Catalog.

Advantages of Customer Supply Centers

- o Quick and easy ordering by telephone or mail
- o Next business day shipment directly to customer
- o Extensive inventory designed to meet customer needs
- o Discount prices
- o Customers need never leave their desks to obtain frequently needed supplies

Enclosure 1

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GSA Retail Services Branches

National Capital Region - Washington, DC

(202) 472-1318

FTS - 472-1318

Region 1 - Boston, MA

(617) 223-2589

FTS - 223-2589

Region 2 - New York, NY

(212) 264-4482

FTS - 264-4482

Region 3 - Philadelphia, PA

(215) 597-7379

FTS - 597-7379

Region 4 - Atlanta, GA

(404) 221-3041

FTS - 242-3041

Region 5 - Chicago, IL

(312) 353-3908

FTS - 353-3908

Region 6 - Kansas City

(816) 926-7293

FTS - 926-7293

Region 7 - Fort Worth, TX

(817) 334-5304

FTS - 334-5304

Region 8 - Denver, CO

(303) 236-0015

FTS - 776-0015

Region 9 - San Francisco, CA

(415) 974-7942

FTS - 454-7942

Region 10 - Auburn, WA

(206) 931-7066

FTS - 396-7066

Enclosure 1 continued

National Schedule of GSA Self Service Store Closures

<u>Closure Timeframe</u>	<u>GSA Region</u>	<u>Self Service Store</u>
March 1, 1985	NCR	13 stores (The Office Products and Industrial Products Centers will remain open)
2nd Quarter FY 85	3	Pittsburgh, PA Philadelphia, PA
3rd Quarter FY 85	1	Boston, MA
	2	New York City, NY
	3	Baltimore, MD
	4	Miami, FL Atlanta, GA Jacksonville, FL Memphis, TN
	5	Chicago, IL Detroit, MI Cincinnati, OH Cleveland, OH Twin Cities, MN Jeffersonville, IN
	6	St. Louis, MO Omaha, NE
	7	Oklahoma City, OK Dallas, TX Albuquerque, NM San Antonio, TX Fort Worth, TX Little Rock, AR Houston, TX Austin, TX
	8	No Self-Service Stores
	9	San Francisco, CA N. Los Angeles, CA San Diego, CA W. Los Angeles, CA Phoenix, AZ Tucson, AZ
	10	No Self-Service Stores

Enclosure 2

Customer Supply Center Locations

National Capital Region (NCR)

Supply Distribution Facility
Loisdale Road, Bldg. A
Door 33
Franconia, VA 22150
(703) 557-1888
FTS - 557-1888

In addition to the Customer Supply Center, the National Capital Region provides these supplemental retail Services:

Industrial Products Center
Navy Yard Annex, Bldg. 159
2nd & M Streets, SE
Washington, DC 20407
(202) 472-2235
FTS - 472-2235

Office Products Center
Navy Yard Annex, Bldg. 74
2nd & M Streets, SE
Washington, DC 20407

Administrative Supply Section
(202) 472-6040
FTS - 472-6040

Office Equipment Section
(202) 472-2177
FTS - 472-2177

Region 1

295 Lincoln Street
Hingham, MA 02043
(617) 223-2323
FTS - 223-2323

Region 2

Whse. #1, Section 2
Belle Mead, NJ 08502
(201) 359-0684
FTS - 342-5218

Bldg. 651 - Ft. Buchanan
San Juan, Puerto Rico 00934
(809) 753-4235
FTS - 753-4235

Region 3

7377 Hampton Blvd., Whse. #6
Norfolk, VA 23505
(804) 441-6000
FTS - 827-6000

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Region 4

3312 Berkeley Lake Road
Duluth, GA 30136
(404) 476-0270
FTS - 242-3496

Region 5

7440 S. Pulaski Road
Chicago, IL 60627
(312) 886-9393
FTS - 886-9393

Region 6

1500 E. Bannister Road
Kansas City, MO 64131
(816) 926-5091
FTS - 926-5091

Region 7

500 Edwards Avenue, Whse. #2
Harahan, LA 70123
(504) 589-4494
FTS - 682-4494

Region 8

Denver Federal Center, Bldg. 41
Denver, CO 80225
(303) 236-0018
FTS - 776-0018

Region 9

Rough & Ready Island, Bldg. 510
Stockton, CA 95203
(209) 946-6055
FTS - 463-6055

Bldg. T-3071, Hickam AFB
Honolulu, HI 96824
(808) 423-9016
FTS - (808) 423-9016

Region 10

C Street, SW., Whse. #1
Auburn, WA 98002
(206) 931-7064
FTS - 396-7064

Elmendorf AFB
Bldg. 21-883
Anchorage, AK 99506
(907) 271-4075
FTS - (907) 271-4075

Enclosure 3 continued

Instructions for Conversion of National Capital Region Customer
Accounts from the Self-Service Stores to the Customer Supply Center

To simplify the establishment of Customer Supply Center accounts, we are providing a listing of all of your active Self-Service Store accounts. By using this Retail Account Data (RAD) Sheet, you will be able to validate those Self-Service Store accounts for which you wish to have a CSC account established. Our specific instructions for preparing and submitting this sheet to GSA/NCR are attached.

Worthy of note are the following:

- Your Agency will - validate the data on the RAD Sheet; provide data as required by the instructions; provide signature authorizing establishment of the CSC accounts; submit to GSA National Capital Region in envelope provided.
- GSA/NCR will - enter authorized CSC accounts; provide agencies with copy of approved CSC account list and distribute copies of the CSC catalog.
- Your Agency will - advise your personnel of their access codes and any internal guidance on CSC use.
- GSA/NCR will - conduct workshops on CSC ordering for interested agency personnel. Workshops are scheduled to begin February 4. Further guidance will follow.

NOTE: Your Self-Service Store accounts will not be cancelled by GSA unless we receive instruction from your agency. The cards may be retained for use at the NCR Office Products Center located at the Washington Navy Yard.

Enclosure 4

GSA Retail Network Realignment - National Capital Region

Customer Instructions for Completion of Retail Account Data Sheet

Purpose. The Retail Account Data (RAD) Sheet is designated to facilitate the transfer of existing Self-Service Store (SSS) accounts to an appropriate Customer Supply Center (CSC) account. The semi-automated nature of the RAD sheet will lessen the workload on customer agencies in establishing accounts with the CSC and will make possible the uninterrupted GSA support to SSS customers by completing the conversion process prior to store closures.

General. All preprinted data on the RAD sheet were supplied from either the GSA SSS file or the National Customer Address File. For security reasons, the Access Code has not been filled in; the Attention Line, used to expedite the delivery of a CSC order, has also not been filled in.

Step 1. Review all of the preprinted data for accuracy. All data fields should be preprinted except for Access Code, Attention Line, Signature/Title, Data and Telephone Number. A description of all data fields is enclosed.

Step 2. Line out all data which you think is incorrect and enter the correct data. Please note that we can send supplies only to the "ship-to" address listed under Activity Address on the RAD sheet. If you desire a different "ship-to" address, please advise your FSS contact and request a separate Activity Address Code or supply the Activity Address Code which corresponds to the new "ship-to" address on GSA Form 3525, Application for Customer Supply Center Service.

Step 3. Enter a 1-to-3 digit security word, number or combination of numbers and letters under Access Code. You may wish to assign a separate Access Code for each SSS Account Number on the RAD sheet to enable continued supply support for that user. You may also assign Access Codes to your organizational activities currently not assigned a shopping plate, provided these activities have the same Activity Address Code listed on the RAD sheet (these codes should be listed in the space below the preprinted data). Organizational activities with an Activity Address Code other than the one listed on the RAD sheet, but desiring to use the CSC, must complete GSA Form 3525.

Step 4. Fill in the Attention Line (optional). This may be your name, office symbol, room number, or other information that will help identify who is to receive the order. This field cannot exceed 28 characters and will appear on the parcel shipping label.

Step 5. Have the appropriate official for your agency sign and date the RAD sheet in the appropriate space at the bottom of the sheet. Please include that person's official title and telephone number.

Enclosure 4 continued

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Step 6. File the last copy of the RAD sheet and a list of the names of your employees who know the Access Code in a safe, locked filing cabinet, or other secure place. Knowledge of the Access Code should be limited to those employees who will be placing orders for supplies to the CSC.

Step 7. Return the remaining three copies of the RAD sheet to National Capital Region in the preprinted enveloped provided.

Step 8. You may begin placing orders to the CSC once you have been advised that the Access Code(s) and other information on your RAD sheet have been loaded in our computer system, and you have received a copy of our CSC catalog. In turn, we ask that you advise individual Access Code accounts that they may begin ordering from the CSC.

Enclosure 4 continued

Definitions

Activity Address. The six-digit code is loaded in the Customer Address File and is used to obtain supplies through the FEDSTRIP/MILSTRIP System. The in-the-clear address underneath the six-digit code is the "ship to" address to which we will send the supplies you order from our CSC.

Billed Office. This six-digit code is assigned to the activity to which the cost of supplies will be billed.

Agency/Bureau. This four-digit code is unique to your agency/bureau.

State. This is a two-digit code.

City. This is a four-digit code.

Contractor. An activity authorized to draw supplies from the Federal Supply System for a limited time only.

Expiration Date. The last day the Contractor is authorized to draw supplies from the CSC or any other facility in the Federal Supply System.

Account Number. A seven-digit numeric code assigned to SSS accounts.

Fund. An optional two-digit code (mandatory for GSA and military applicants) used by the ordering activity to identify funding.

Agency Internal. An optional four-digit alpha/numeric code for internal control of billing by the customer. This code, if used, will appear on bi-weekly billing statements and on parcel shipping labels, and is therefore recommended for multiple users of a single Activity Address Code. This code is a mandatory entry for GSA activities to indicate the appropriation or revolving fund. A GSA applicant must indicate the three-digit numeric code of the appropriation or revolving fund that is used for payment. The number indicating the fiscal year of the appropriation or the letter "X" indicating a revolving fund should not be included in this item. This code for GSA customers should be inserted so that the first position is zero or an alpha character and fund is in positions 2 through 4.

Dollar Value. The dollar value of the supplies purchased from a Self-Service Store(s) in the latter part of FY 1984 and charged to the Account Number.

Access Code. A three-digit code assigned by you identifying authorized users to the Customer Supply Center. This code must be known to place an order, and therefore, provides security against unauthorized usage of the system. Only approving officials and persons authorized to place orders should have knowledge of the Access Code. The code can be any alpha/numeric combination except for the letter "O" or the number "0" (zero).

Enclosure 4 continued

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Attention Line. Additional information that may be helpful with internal distribution of supplies. This entry is optional, but will appear as an "Attention" line on the parcel shipping label, and is also recommended for multiple users of a single Activity Address Code (e.g., ATTN: Supply Officer, Room 210).

Signature/Title. This should be someone at a supervisory level who is authorized to obligate agency funds for supply expenditures.

Enclosure 4 continued